



**ENFORCEMENT REPRESENTATIVE I,  
CONTRACTORS STATE LICENSE BOARD  
(NON-PEACE OFFICER)  
DEPARTMENT OF CONSUMER AFFAIRS**



**OPEN NON-PROMOTIONAL EXAMINATION  
CONTINUOUS TESTING**

[www.dca.ca.gov](http://www.dca.ca.gov)

The Department of Consumer Affairs provides equal employment opportunities to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

<b>WHO MAY APPLY</b>	Applicants who meet the minimum qualifications stated in this announcement may take this examination, which is competitive.	
<b>HOW TO APPLY</b>	Please submit an application (STD. 678) to the address indicated below. <b>DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CALHR).</b>  <b>NOTE:</b> All applications must include "to" and "from" dates (month/day/year); time base; civil service class titles and range (if applicable). <b>Applications received without this information may be rejected.</b> Resumes <b><u>will not</u></b> be accepted in lieu of a completed State Application, Form STD. 678.	
<b>WHERE TO APPLY</b>	<b>MAIL TO:</b> Department of Consumer Affairs Attn: Selection Services (J. Garnett) P.O. Box 980428 West Sacramento, CA 95798-0428	<b>HAND DELIVER TO:</b> Department of Consumer Affairs Attn: Selection Services (J. Garnett) 1625 North Market Blvd, Suite N-321 Sacramento, CA 95834
<b>SPECIAL TESTING ARRANGEMENTS</b>	If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application. The Selection Services and Recruitment Unit will contact you to make special testing arrangements.	
<b>REQUIRED IDENTIFICATION</b>	Accepted applicants are required to bring either a photo identification card or two forms of signed identification to the examination.	
<b>FINAL FILE DATE</b>	There is no final filing date. Testing is considered continuous as dates can be set at any time. The testing office will accept applications continuously and will notify and test applicants as needs warrant.	
<b>SALARY RANGE</b>	\$3935 – \$5209 per month.	

**SEE REVERSE SIDE FOR ADDITIONAL INFORMATION**

**REQUIREMENTS  
FOR ADMITTANCE  
TO THE  
EXAMINATION**

It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your Application. **Your signature on your application indicates that you have read, understood, and posses the basic qualifications required.**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**MINIMUM  
QUALIFICATIONS****Either I**

Experience: One year of experience in the Contractors State License Board performing duties equivalent in level of responsibility to a Consumer Services Representative.

**Or II**

Education: Equivalent to graduation from college preferably with a major in law enforcement, public or business administration, or a related field. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Qualifying experience may be substituted for the required education on a year-for-year basis.)

**Or III**

Experience: (1) Completion of two years of trade school in construction; or (2) Four years of experience at the journey person level in one or a combination of:

- 1) Building construction trades. or
- 2) Independent field investigation work.

**SPECIAL AND  
PERSONAL  
CHARACTERISTICS**

Demonstrated ability to act independently with flexibility and tact; willingness to work odd and irregular hours; and good memory for names, faces, and incidents.

Some positions: Willingness to travel.

**FINGERPRINTING**

Applicants will be fingerprinted for the purpose of obtaining a criminal records check.

**DRIVER LICENSE  
REQUIREMENTS**

Applicants for positions in this classification series must possess a valid driver license, a good driving record, and are expected to drive vehicles safely. Applicants who do not possess the license will be admitted to the examination but must secure the license prior to appointment.

**POSITION  
STATEMENT**

Incumbents investigate complaints, prepare responses, and recommend appropriate action; contact and interview consumers, licensees, and suspected non-licensees; review applications for licensure; resolve complaints between consumers and licensees; coordinate industry expert inspections to ensure compliance with the provisions of the law; provide instructions and information to consumers, licensees, and government agencies.

**EXAMINATION  
INFORMATION**

This examination will consist of a written examination. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

Test dates and locations are determined as conditions and needs warrant. When dates are determined all accepted applicants will receive notification of their written test time and place at least two (2) weeks prior to their scheduled date.

**Candidates who do not appear for the written examination will be disqualified.**

**EXAMINATION  
SCOPE****WRITTEN EXAMINATION – WEIGHTED 100%****Knowledge of:**

1. Review techniques including planning and organizing.
2. General principles and concepts used in project review, writing, and analysis.
3. Administrative and criminal investigation.

**SEE NEXT PAGE FOR ADDITIONAL INFORMATION**

**EXAMINATION  
SCOPE  
(CONTINUED)**

4. Contractors laws and regulations.
5. Mediation techniques.
6. Modern office methods and equipment.
7. Terminology and procedures used in the construction industry.

**Ability to:**

1. Independently gather, compile, analyze, and interpret data.
2. Prepare complete correspondence and reports in a clear and concise manner.
3. Communicate effectively.
4. Willingness to learn and use various computer software.
5. Reason logically and creatively and use a variety of analytical techniques.
6. Learn the tools and skills used in the field of investigation as well as the terminology and procedures used in the construction industry.
7. Consults and advise interested parties on cases or related materials.
8. Gain and maintain the confidence and cooperation of law enforcement officials and others.

**POSITION  
INFORMATION**

Positions exist statewide.

**ELIGIBLE LIST  
INFORMATION**

Names of successful competitors are merged onto a departmental open list established for use by the Contractors State License Board within the Department of Consumer Affairs, in order of final scores regardless of testing date. Eligibility expires 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**VETERANS  
PREFERENCE**

Veterans Preference Points will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the California Department of Human Resources (CalHR). Due to changes in the law, effective January 1, 1996, Veterans who have achieved permanent civil service status are not eligible to receive Veterans Preference Points.

**CAREER CREDITS**

Career Credits will be added to the final score for candidates passing the written examination and meeting the criteria.

**QUESTIONS**

If you have any questions concerning this announcement, please contact the Department of Consumer Affairs, Selection Services and Recruitment Unit, 1625 North Market Blvd, Suite N-321, Sacramento, CA 95834, (916) 574-8370.

Telecommunications Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.

---

**GENERAL INFORMATION**

**The Department of Consumer Affairs** reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned, change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**It is the candidate's responsibility** to contact the Department of Consumer Affairs, Selection Services and Recruitment Unit, at (916) 574-8370 three weeks after submitting an application if he/she has not received a progress notice.

**Examination Locations:** Test locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento, Oakland, Fresno, Los Angeles and San Bernardino.

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov), local offices of the Employment Development Department and the Department of Consumer Affairs.

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be rated and scored according to pre-determined rating criteria. All candidates who pass will be ranked according to their scores.

---

**SEE REVERSE SIDE FOR ADDITIONAL INFORMATION**

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Eligible lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Veterans Preference Points:** California Law (Government Code 18971-18978) allows the granting of Veterans Preference Points in Open entrance and Open, Non-Promotional entrance examinations. Veterans Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for and have requested these points by mail. **In Open entrance examinations,** Veterans Preference Points are granted as follows: 10 points for veterans, widows, and widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. **In Open, Non-Promotional entrance examinations,** Veterans Preference Points are granted as follows: 10 points for veterans and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans Preference Points. Permanent State civil service status means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned or were dismissed from State civil service are not eligible to receive Veterans Preference Points. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans Preference Points are on the Veterans Preference Application (Form SPB-1093) which is available at [www.jobs.ca.gov](http://www.jobs.ca.gov) or from the California Department of Human Resources (CalHR), 1515 S Street Suite 400, Sacramento, CA 95811, and the Department of Veterans Affairs.

**Career Credits:** In Open, Non-Promotional examinations, Career Credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful, in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for Career Credits, but they must explain their service status in the appropriate section of the application, Form STD. 678. (Section 4 of Article VII of the California Constitution is posted at the California Department of Human Resources, 1515 S Street in Sacramento).